Monitoring and TroubleShooting Microsoft Exchange Server 2007 (GK Premier)

Duration: 2 Days   Course Code: M5051

Overview:

This workshop teaches messaging specialists to monitor and troubleshoot an Exchange Server 2007 messaging system. Students will learn how to correlate client and server issues and resolve those issues. They will also learn how to monitor systems and create reports from the monitoring data.

Target Audience:

The audience for this course includes people with experience with Exchange Server 2007 or previous versions of Exchange Sever. These people will have experience installing and configuring Exchange Server, configuring recipients and mailboxes, and supporting Exchange Server clients. People coming into the course are expected to have at least three years experience working in the Information Technology field—typically in the areas of network administration or Windows Server administration—and one year of Exchange Server administration experience.

Objectives:

- After completing this workshop, students will be able to:

- Use the Microsoft Exchange Server 2007 Management Pack for Microsoft Operations Manager (MOM) 2005 to monitor Exchange servers.

- Monitor and troubleshoot client performance and connectivity.

- Identify and resolve issues related to access of resources and messages.

- Monitor and troubleshoot mail flow.

- Monitor and troubleshoot Mailbox servers.

- Monitor and troubleshoot external and additional services.

- Identify trends in a messaging system.

Prerequisites:

This workshop requires that students meet the following prerequisites:

- Fundamental knowledge of network technologies including DNS and firewall technologies.
- Experience administering Exchange Server 2007.
- Experience with the Windows Server 2003 operating system.
- Experience with Active Directory directory service in Windows Server 2003.
- Experience with managing backup and restore on Windows Servers.
- Experience using Windows management and monitoring tools such as Microsoft Management Console, Active Directory Users and Computers, Performance Monitor, Event Viewer, and IIS Administrator.
- Experience using Windows networking and troubleshooting tools such as Network Monitor, Telnet, and NSLookup.

Testing and Certification:

Recommended as preparation for exam(s):

- Exam 70-236: Implementing, Troubleshooting & Maintaining a MS Exchange Server 2007 Infrastructure.

Content:

Introduction to Exchange Server Monitoring and Troubleshooting

After completing this unit, students will be able to explain how to monitor Exchange servers using Microsoft Operations Manager (MOM) and explain an Exchange troubleshooting model.

- Introduction to Microsoft Operations Manager
- Introduction to Troubleshooting Exchange Server 2007
- Demonstration: Using MOM to Monitor Exchange Servers

Monitoring and Troubleshooting Client Performance and Connectivity

After completing this unit, students will be able monitor and troubleshoot mail flow.

- Tools for Monitoring Client Performance and Connectivity
- Process for Troubleshooting MAPI Clients
- Process for Troubleshooting Client Access Server Clients

Troubleshooting Access to Resources and Messages

After completing this unit, students will be able to troubleshoot access to resources and messages.

- How Public Folder Access Works
- How Calendaring Works
- Process for Troubleshooting Client Access Server Issues

Monitoring and Troubleshooting Mail Flow

After completing this unit, students will be able to monitor and troubleshoot mail flow.

- Discussion: Tools for Monitoring Mail Flow
- Demonstration: Troubleshooting Message Transport Using Exchange Server 2007 Tools
- Process for Troubleshooting Internal Mail Flow
- Process for Troubleshooting External Mail Flow

Monitoring and Troubleshooting Mailbox Servers

After completing this unit, students will be able to monitor and troubleshoot mailbox servers.

- Tools for Monitoring and Troubleshooting Mailbox Servers
- Process for Troubleshooting Mailbox Servers
- Demonstration: Troubleshooting Mailbox Server Performance Issues

Monitoring and Troubleshooting External and Additional Services

After completing this unit, students will be able to monitor and troubleshoot external and additional services.

- Discussion: External and Additional Services Required by Exchange Server 2007
- External Services Required for Unified Messaging in Exchange Server 2007
- Monitoring External Services with MOM 2005

Identifying Trends in a Messaging System

After completing this unit, students will be able to identify and address trends in a messaging system.

- Tools for Identifying Trends in a Messaging System
- Exchange Server 2007 Management Pack MOM Reports
- Discussion: Information Required to Identify and Resolve Trends

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Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 01924 377489

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